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B1b Data Sheet

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SERIAL NUMBER 09/766,175	FILING DATE 01/18/2001 RULE	CLASS 705	GROUP ART UNIT 2165	ATTORNEY DOCKET NO. CSCO-38240
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APPLICANTS

Mark Buonanno, Sunnyvale, CA;
Michael Swailes, Pleasanton, CA;
Steve Quatrano, Lexington, MA;
Jean Seo, Union City, CA;
Chris Shenefield, Oakton, VA;

**** CONTINUING DATA****** FOREIGN APPLICATIONS****IF REQUIRED, FOREIGN FILING LICENSE
GRANTED ** 03/05/2001**

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY CA	SHEETS DRAWING 5	TOTAL CLAIMS <i>26</i> <i>24</i>	INDEPENDENT CLAIMS 7
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged	Examiner's Signature <i>[Signature]</i> Initials <i>[Initials]</i>				

ADDRESS

WAGNER, MURABITO & HAO LLP
Third Floor
Two North Market Street
San Jose ,CA 95113

TITLE

Proactive call and contact center system

FILING FEE RECEIVED 1138	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit _____